

Supported Living Scheme Manager

Job Description & Person Specification

Job Details

Job Title:	Supported Living Scheme Manager
Department:	Choices
Reporting to:	Head of Service (Choices)
Staff responsible for:	Directly responsible for the Choices Team Leader & Support Workers.
Salary:	Pay Group 5, £43,875 FTE
Working Time:	Hours are worked between 9am to 5pm, Monday to Friday inclusive.
Any specific working conditions:	Maybe required to work evenings and weekends. Participation in the On-Call 'Out of Hours' telephone service.

Summary of the Role

1. General nature

The Supported Living Scheme Manager is responsible for the day-to-day management of a specific team that provides services that may be regulated by the Care Quality Commission.

2. Main Purpose

To manage a team to deliver high quality person centred 24/7 services which encourage independence and choice and are safe and meet the

needs and preferences of the people who live in their own flats in the Scheme.

Key Tasks and Responsibilities

- Ensure the service provided meets a complex range of needs of the individuals including specifically supporting people with ABI and / or Physical Disabilities.
- Lead the Team from the front by modelling good practice and being visible on site. Supporting staff to provide high quality support to the people who use the service.
- Safeguarding: Act as a key contact for safeguarding concerns, complete risk assessments, and make referrals to social services or healthcare professionals
- Working in partnership with the housing provider to create a vibrant positive living environment & engage tenants to develop pride and sense of community where they live.
- Building and Facility Management Health & Safety: Complete mandatory health and safety compliance checks, including fire safety logging and emergency call system testing.
- Maintenance Oversight: Conduct estate and property inspections, report repairs and generally liaise with the Housing Provider
- Develop and maintain positive professional partnerships with individuals, family members, professionals associated with the service.
- To manage the service in line with all regulatory requirements.
- Community Engagement: Build and sustain community links utilising resources creatively. Organise social events, activities, and foster partnerships with local community groups in the area.
- Responsible for providing key performance information and reports for the service as outlined by the Head of Service for any local authority reviews and Care Quality Commission inspections.

- To be involved in the recruitment and induction of new staff for the service providing advice, guidance and on the job coaching to ensure that staff understand their role and responsibilities.
- To provide regular supervision to the staff team through one-to-one meetings, annual development reviews and team meetings and ensure staff complete their essential training.
- To ensure the service has the appropriate staffing allocations to cover the services rota to meet peoples assessed needs using rota planning systems.
- To work with the Quality Manager to monitor the safety and quality of the service through direct observation, audits and spot checks.
- Responsible for ensuring that individual support plans and risk assessments for people in the service are up to date and reviewed on the Grace Eyre CRM system.
- Participation in the On-Call 'Out of Hours' telephone service.

The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

Qualifications/ Education

- NVQ4 / QCF5 in Leadership and Management or Registered Managers Award – To have completed or be willing to complete and achieve the required standard Essential

Person Specification

- I will have proven leadership skills and communicate effectively with the people who use the service, my line manager, the team and other key partners.
- I will have experience of managing a large service for people with a complex range of needs.
- I will be able to meet all the requirements of my job role by being organised, delegate effectively and being proactive.

- I will be responsible for and be able to evidence the quality of the service.
- I will be competent at being able to use relevant IT systems.
- I will have had good experience of working with people in a social care setting and knowledge of the relevant legislation including Safeguarding and Mental Capacity.

Our Values

Our organisational values are a shared set of standards that everyone at Grace Eyre can aspire to and help us to bring our vision, mission, Charter and Our Plan to life.

Our values are:

